

# **Supporting carers project – feedback from survey**

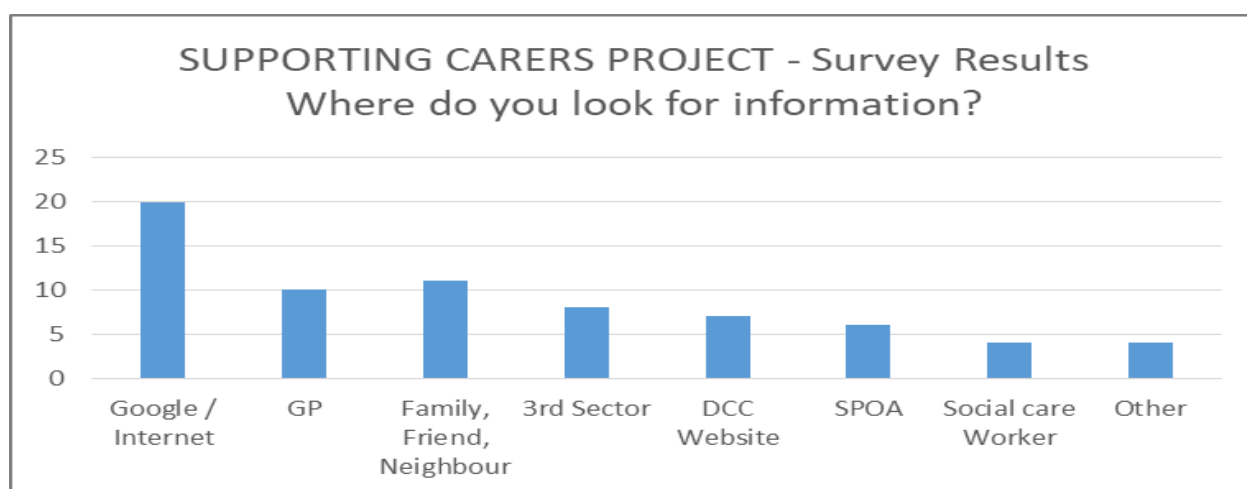
# Supporting carers project – feedback from survey

## Introduction

The survey opened in April and ran until 30<sup>th</sup> June 2019. 35 responses were received. Multiple responses were allowed to some questions.

Below are summarised findings with what you said and details of what we are doing at this stage to respond.

### Question 1: Where do you look for information?



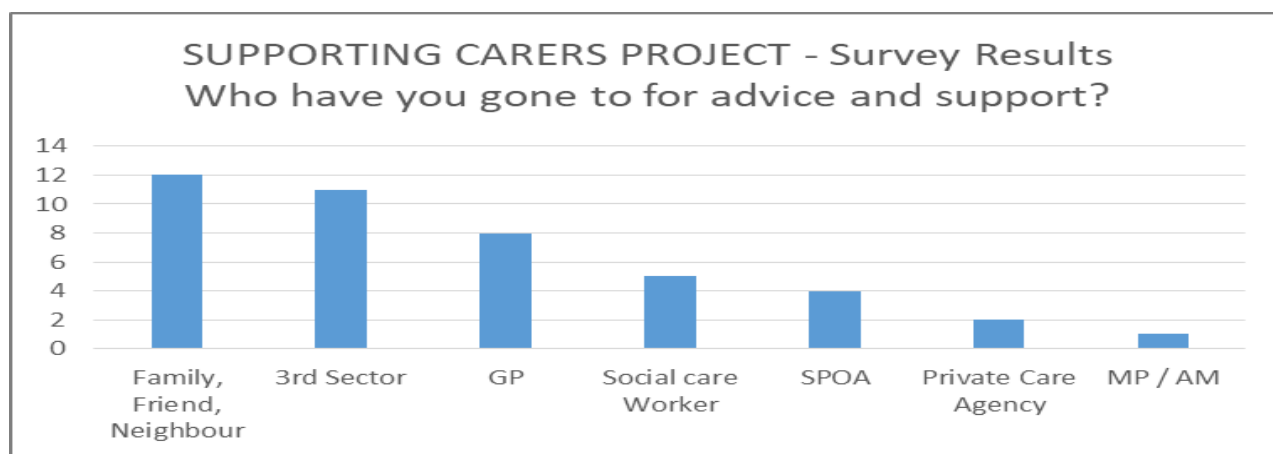
**You said:** You seek information from a wide range of places. Denbighshire County Council's (DCC) website and Single Point of Access Team (SPOA) are a long way down the list.

**We did:** We have developed (in collaboration with carers and voluntary groups) a guide containing information and support available to carers in Denbighshire. Copies will be available from Talking Points across Denbighshire libraries as soon as they are printed and will be rolled out to GP surgeries.

We are redeveloping the carer pages on the DCC website during winter 2019 and will update them with this information as is appropriate.

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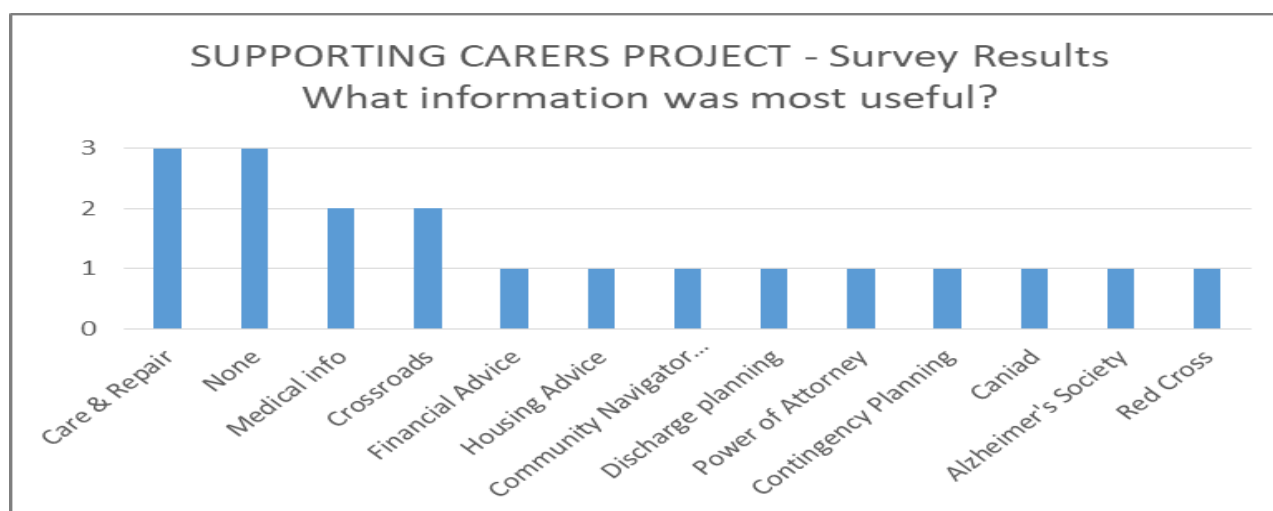
## Question 2: Who have you gone to for advice and support?



**You said:** You seek advice and support from other places before Denbighshire County Council, especially family & friends.

**We did:** SPOA can provide information and advice and refer carers to North East Wales Carers Service (NEWCIS) for more carer specific help and or an assessment of their needs to help maintain wellbeing in their caring role

## Question 3: What information was most useful?

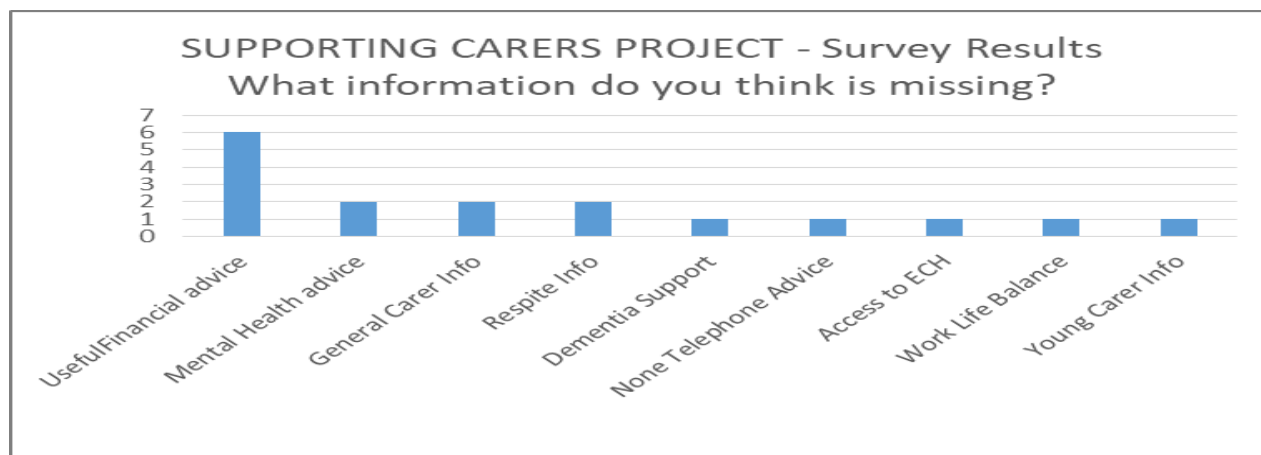


**You said:** You struggle to find useful information.

**We did:** The guide we have developed contains a lot of practical information and details of support available to carers in Denbighshire. We have tried to give alternative means of contacting services where possible; phone, face to face or email.

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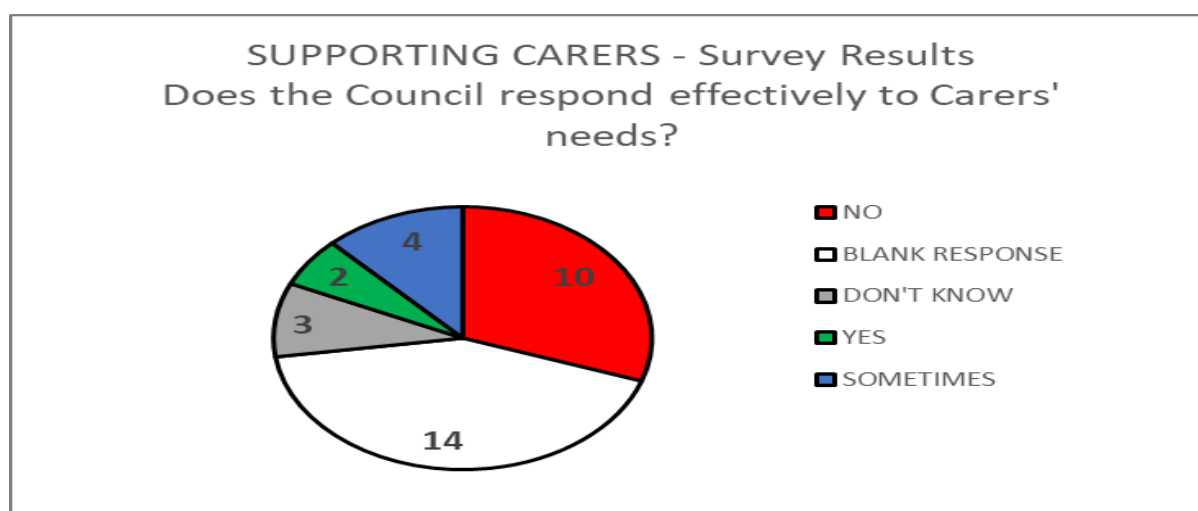
### Question 4: What information do you think is missing?



**You said:** Useful financial advice is hard to find, plus a whole range of specific topics.

**We did:** We refer carers to Citizens Advice Denbighshire for advice on welfare benefits. Denbighshire County Council is working in partnership with Citizens Advice Denbighshire, for carers to access information and advice about claiming Carers Allowance and other welfare benefits or if the person they care for is entitled to other benefits.

### Question 5: Does the council respond effectively to carers' needs?



**You said:** No, or not always!

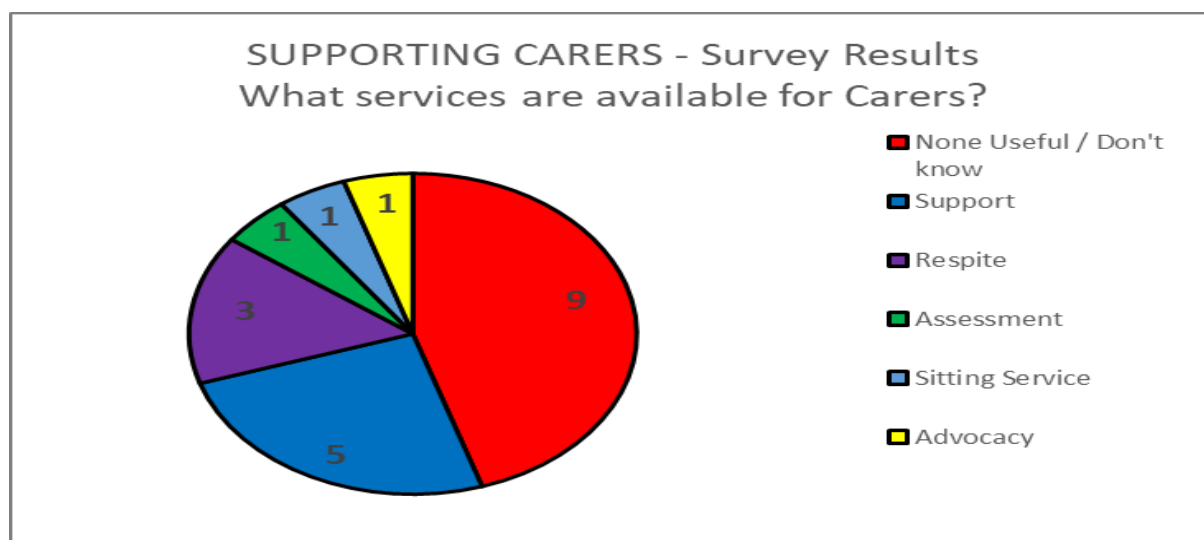
**We did:** We are committed to ensuring all carers in Denbighshire are well supported. Our practitioners work to identify carers at an early stage of any social services involvement and make sure we give carers information about where to get appropriate support.

## Supporting carers project – feedback from survey

Unfortunately, due to the specialist nature of some support, it is very unlikely that one person will be able to address all of your needs or concerns and you may have contact with a couple of different teams.

All Council staff have mandatory training to increase awareness and understanding of carers' issues and they know where to signpost carers to obtain appropriate support.

### Question 6: What services are available for carers?



**You said:** You didn't know much about useful services

**We did:** DCC funds a range of voluntary/Third sector organisations offering carer support services that provide carers with free, independent and confidential information, advice and support.

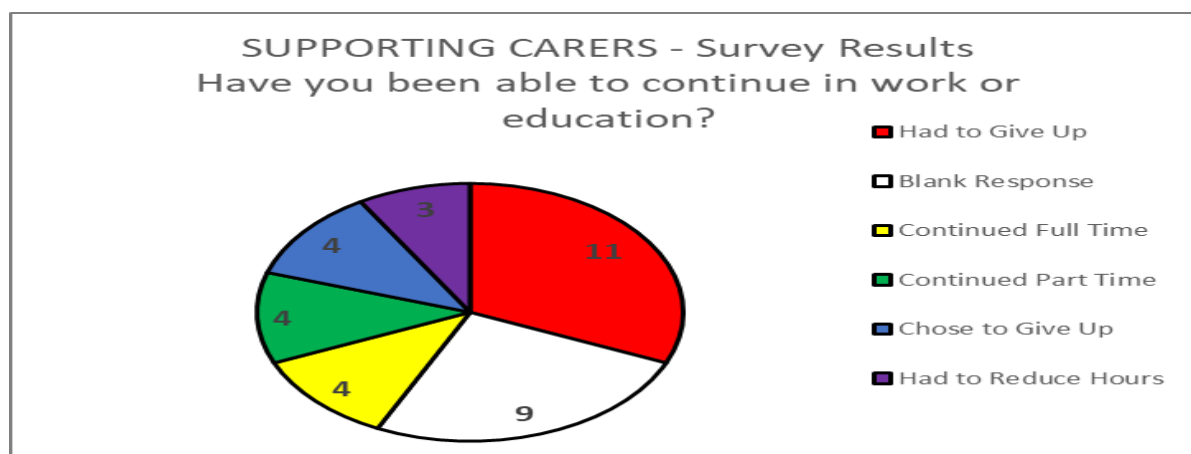
We offer carer's assessments, advocacy, respite, referrals to a healthy carer worker

Other support available through Denbighshire County Council includes:

- Training for carers on specific topics, such as first aid
- Information on the positive role of equipment and technology
- Emergency cards which help carers plan for an emergency
- Blue Badge scheme available through Denbighshire Libraries

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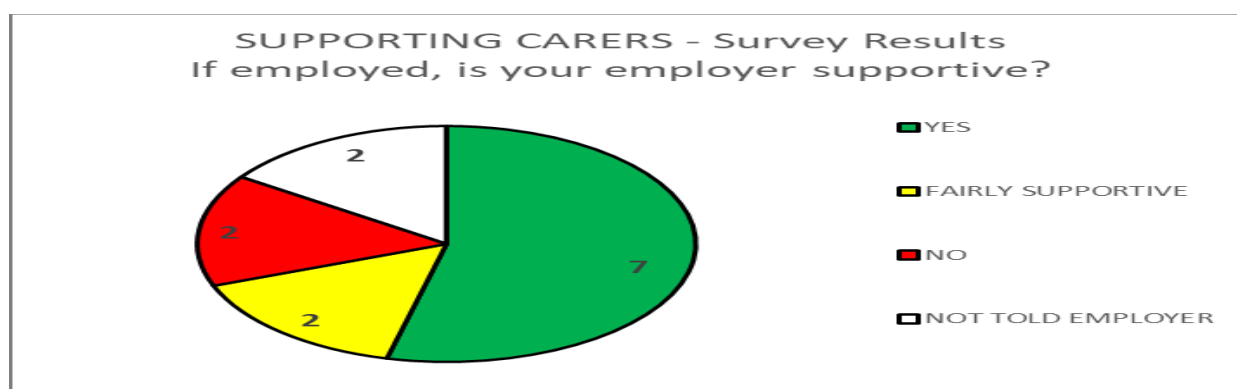
### Question 7: Have you been able to continue in work or education?



**You said:** Often caring means you have to give up or reduce work or education

**We did:** The Carer's Assessment considers a carer's needs to stay in a job, education or training. Carers have the right to request their employers consider flexible working or a change in work pattern, to take account of their caring role. Some employers also may have a special policy to allow carers to have leave if they have an emergency. Working Denbighshire are able to support carers who are looking to find or stay in employment, education or training. Employment Advisors are also helping to raise awareness of carers' issues with local employers by promoting Carers Wales Employers for Carers Hub, funded by Welsh Government

### Question 8: If employed, is your employer supportive?

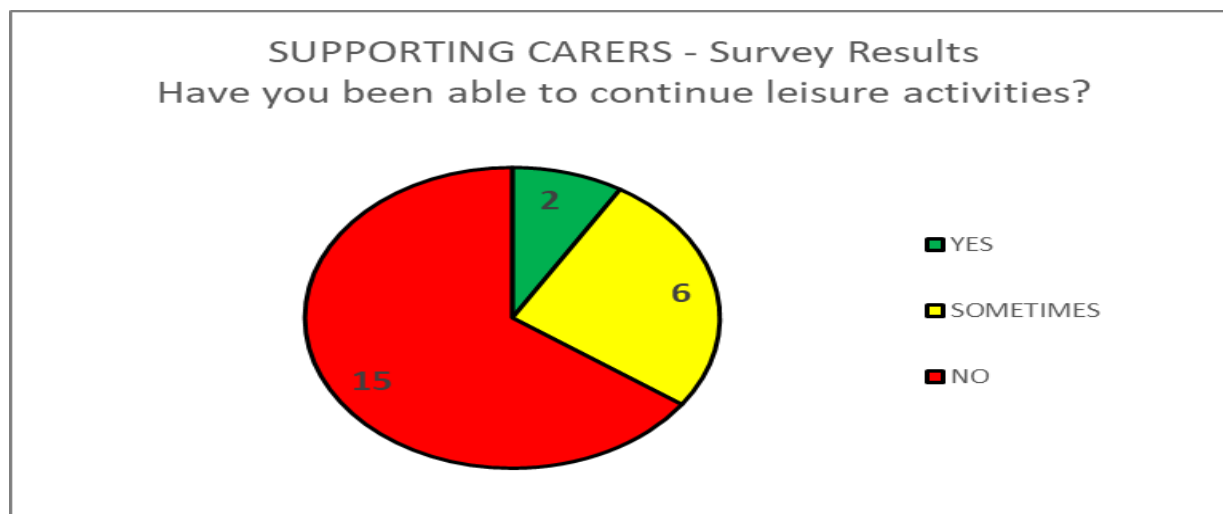


**You said:** Mostly yes.

**We did:** A Welsh Government initiative "Employers for Carers" aims to improve experiences for employee and employer. Working Denbighshire have more information.

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### Question 9: Have you been able to continue leisure activities?



**You said:** A caring role impacts on personal and social relationships. Often you have little time for yourself and your well-being can suffer.

**We did:** A carer's assessment will consider your need for breaks from caring in order to improve or maintain your own health and well-being.

Denbighshire County Council commissions the Bridging the Gap scheme from NEWCIS, giving up to 16 hours of respite over a six month period.

Respite stays for both carer and cared for person can also be arranged through NEWCIS, in Denbighshire County Council's Extra care housing schemes.

Carers are also using direct payments to purchase their own respite support. If you have a carer's assessment, this can be discussed.

## Our response to specific comments received

### I want more information

To help you find out what help is available we have developed a guide containing information and support available to carers in Denbighshire. The booklet has been developed in collaboration with carers and local voluntary groups. Copies will be available from Talking Points across Denbighshire libraries as soon as they are printed and will be rolled out to GP surgeries.

# **Supporting carers project – feedback from survey**

## **I don't know where to look for information**

We will be redeveloping the carer pages on the Denbighshire County Council website during winter 2019 and will update them with as much of this information as is appropriate.

Another place to find information is the Dewis Cymru Wellbeing website, where you can search for providers of services.

## **I want a different means of contact, not just by phone**

Our guide for carers includes telephone and email addresses where available, as well as website addresses.

Carers are able to visit the Denbighshire County Council website, telephone SPoA, make an appointment or call in person to Talking Points at libraries. Community Navigators can offer support to help carers find out what is going on in their area that might be of interest to them.

## **Who is best placed to help me in the community / at home?**

Denbighshire County Council funds a range of voluntary/Third sector organisations. An assortment of carer support services provides carers with free, independent and confidential information, advice and support.

The first point for anyone looking for support is through the Denbighshire Single Point of Access (SPOA). SPOA can provide information and advice and refer carers to North East Wales Carers Service (NEWCIS) for more carer specific help and or an assessment of their needs to help maintain wellbeing in their caring role.

Also your GP, other health staff or housing staff can help you make a referral for support.

SPOA will also refer carers to Citizens Advice Denbighshire for advice on welfare benefits. Denbighshire County Council is working in partnership with Citizens Advice Denbighshire, for carers to access information and advice about claiming Carers Allowance and other welfare benefits or if the person they care for is entitled to other benefits.



## **Supporting carers project – feedback from survey**

It is easy for professionals who use terminology every day to slip into the belief that these phrases are widely understood by the public. We are trying to ensure we use only plain language. Please do ask for clarification if anything we write or say is unclear.

### **You feel you are passed from pillar to post**

Denbighshire County Council has committed to ensuring all carers in Denbighshire are well supported. Our practitioners work to identify carers at an early stage of any social services involvement and make sure we give carers information about where to get appropriate support.

Unfortunately, due to the specialist nature of some support, it is very unlikely that one person will be able to address all of your needs or concerns. It is likely that you will need to have contact with at least a couple of different teams.

All Council staff have mandatory training to increase awareness and understanding of carers' issues and they know where to signpost carers to in order to obtain appropriate support.

### **It took a long time to find out the process for applying for extra care housing**

Applying for extra care housing should normally be a straightforward process. The first step is to complete a housing application. These are available online from the appropriate housing provider;

Gorwel Newydd in Rhyl – Clwyd Alyn Housing Association

[Information about Gorwel Newydd on Clwyd Alyn website](#)

Nant Y Mor in Prestatyn – Wales & West

[Information about Nant Y Mor on Wales and West website](#)

Llys Awelon in Ruthin and Awel Y Dyffryn in Denbigh - Grwp Cynefin

[Information about Llys Awelon and Awel Y Dyffryn on Grwp Cynefin website](#)

## **Supporting carers project – feedback from survey**

### **I had to reduce my hours then eventually give up work**

The Carer's Assessment should consider a carer's needs to stay in a job, education or training. Carers have the right to request their employers consider flexible working or a change in work pattern, to take account of their caring role. Some employers also may have a special policy to allow carers to have leave if they have an emergency.

Working Denbighshire are able to support carers who are looking to find or stay in employment, education or training. Employment Advisors are also helping to raise awareness of carers' issues with local employers by promoting Carers Wales Employers for Carers Hub, funded by Welsh Government

### **A caring role impacts on personal relationships and social activities**

Our first step is to identify what matters to you - what your needs are and the best way to meet them. If you accept the offer of a carer's assessment, a trained assessor will work with you to identify how your caring role affects your overall wellbeing.

If the person you care for already has some services in place we could review their support to give you as their carer more time to maintain your own well-being by keeping up with relationships and other commitments such as volunteering.

A carer's assessment considers your needs for a break from caring. Carers have told us about liking flexible breaks and respite and how the traditional sitting service doesn't always meet their needs because it is too set and rigid. Denbighshire Council is developing partnerships and working with providers to increase the range of respite options available. For example, developing new carer support services in communities to help carers be socially connected, minimise stress and anxiety, be active and able to pursue personal interests.

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### **Being a carer can be a full time role with little time to do anything for yourself**

Denbighshire County Council commissions the Bridging the Gap scheme from NEWCIS. After a carer's assessment, carers are allocated Bridging the Gap Vouchers which can be exchanged for services – up to 16 hours over a six month period.

Respite stays for both carer and cared for person can also be arranged through NEWCIS, in Denbighshire County Council's Extra care housing schemes.

Carers are also using direct payments to purchase their own respite support. If you have a carer's assessment, this can be discussed.

A healthy Carers worker is based in Denbighshire SPOA, so carers who have problems such as stress, anxiety, sleep deprivation, back problems etc. are able to call and ask to be referred to her. She provides support and helps carers reduce the risks to their own health and wellbeing.

Carers should also let their GP practice know they are a carer and access further information about free flu jabs and annual health checks.

Other support available through Denbighshire County Council includes:

- Training for carers on specific topics, such as first aid
- Information on the positive role of equipment and technology
- Emergency cards which help carers plan for an emergency
- Blue Badge scheme available through Denbighshire Libraries